

Enterprise Incident Report November 2011

As of 12/5/2011

Human Resource Management

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Top Number - Total Incidents Bottom Number - First Contact Resolution	
	Low	FCR Total
Human Resource Management	80	80
	54	54
Customer Company Total	80	80
	54	54

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	Low	MIR Total
Human Resource Management	80 8	80 8
Customer Company Total	80 8	80 8

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents

Bottom Number -Average time in hours

Customer Company	Low	ATTIR Total
Human Resource Management	80 28.88	80 28.88
Customer Company Total	80 28.88	80 28.88

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	Low	MR Total
Human Resource Management	80 7	80 7
Customer Company Total	80 7	80 7

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	Low	ATTR Total
Human Resource Management	80 29.78	80 29.78
Customer Company Total	80 29.78	80 29.78

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Detail

INC000000305574	Carol Starks Tech Support	None Sherry Saracino	None Human Resource Management	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	1147.72 1147.72
INC000000312082	Lyndrea Wheeler Help Desk	Application Eileen Dubach	None Human Resource Management	Utah Master Directory Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	1144.07 1144.07
INC000000407631	Michelle Campbell Metro A Desktop Support	Print/Copy/Scan/Fax Robert Wall	Error Code Human Resource Management	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.90
INC000000407753	Michelle Matsuura Metro B Desktop Support	Application Bill Crowther	None Human Resource Management	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.37 2.72
INC000000408319	Jamie Boyle Application Services	Application Martin Gonzalez	Error Human Resource Management	Utah Performance Management Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.38 5.75
INC000000408451	Debi Tripp Rural Central Desktop Support	Application John Donaldson	Password Human Resource Management	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000408658	Carrie Stevenson Metro B Help Desk	Network Janet Hongsyvilay	None Human Resource Management	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.05
INC000000408680	Trish Anderson Metro B Desktop Support	Print/Copy/Scan/Fax Matthew Blunk	Paper Jam Human Resource Management	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.38 1.79
INC000000408781	Sandra Johnston Voice Operations	Telecom Romanza Hamblin	Voice Mail Human Resource Management	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.14 0.45
INC000000408792	Trish Anderson Voice Operations	Telecom Romanza Hamblin	Voice Mail Human Resource Management	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.20 0.44
INC000000409098	Bart Olsen Metro D Help Desk	None Doug Brown	None Human Resource Management	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000409485	Cleo Bird Metro C Help Desk	Application Cliff Jensen	Error Human Resource Management	ZENworks for Desktops Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000409573	Cleo Bird Metro C Help Desk	Network Reed Stohel	Password Human Resource Management	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000409659	Cleo Bird Metro C Help Desk	Application Cliff Jensen	Error Human Resource Management	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000410302	Lowe Rudd Capitol Desktop Support	Application Scott Wunderlich	Reporting Human Resource Management	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.06 0.41
INC000000410968	Paul Edlefsen Metro B Help Desk	None Gary Graham	None Human Resource Management	Microsoft Excel Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.02

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INC000000411196	Jennifer Wakefield	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No	TIR: 0.12
	Metro B Desktop Support	Wayne Higgs	Human Resource Management	Low	Closed	TTR Missed: No	TTR: 0.12
INC000000411258	Cleo Bird	Network	Error	None		TIR Missed: No	TIR: 0.00
	Metro C Help Desk	Ross Owen	Human Resource Management	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000411276	Kathy Mares	Application	None	Novell GroupWise		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Val Shepherd	Human Resource Management	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000411473	Sharon Reynolds	Network	Incident	Cisco Network Assistant		TIR Missed: No	TIR: 0.78
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: No	TTR: 0.78
INC000000411706	Jolene Davis	Application	Password	State Payroll Time Entry System		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	John Donaldson	Human Resource Management	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000411853	Carita Eldredge	Network	Incident	None		TIR Missed: No	TIR: 0.60
	Metro B Help Desk	Val Shepherd	Human Resource Management	Low	Closed	TTR Missed: No	TTR: 0.68
INC000000412078	Lowe Rudd	Application	None	Cisco AnyConnect VPN Client		TIR Missed: No	TIR: 0.00
	Help Desk	Brenda Treadway	Human Resource Management	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000412421	Jolene Davis	Application	Password	State Payroll Time Entry System		TIR Missed: No	TIR: 0.00
	Rural Central Desktop Support	John Donaldson	Human Resource Management	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000412654	April Nicholls	Telecom	Voice Mail	Telephone		TIR Missed: No	TIR: 0.26
	Voice Operations	Romanza Hamblin	Human Resource Management	Low	Closed	TTR Missed: No	TTR: 0.76
INC000000413027	Cleo Bird	None	None	State Payroll System		TIR Missed: No	TIR: 0.36
	Metro C Desktop Support	Chad D Fowers	Human Resource Management	Low	Closed	TTR Missed: No	TTR: 1.13
INC000000413032	Devin Patrick	None	None	State Payroll System		TIR Missed: No	TIR: 0.34
	Metro C Desktop Support	Chad D Fowers	Human Resource Management	Low	Closed	TTR Missed: No	TTR: 1.10
INC000000413635	Jennifer Wakefield	None	None	None		TIR Missed: No	TIR: 0.00
	Metro B Help Desk	Gavin Barney	Human Resource Management	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000413915	Sarah Tice	None	None	None		TIR Missed: No	TIR: 0.41
	Help Desk	Vicky Marrelli	Human Resource Management	Low	Closed	TTR Missed: No	TTR: 0.41
INC000000414073	Paul Edlefsen	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.18
	Metro B Desktop Support	Wayne Higgs	Human Resource Management	Low	Closed	TTR Missed: No	TTR: 0.67
INC000000414131	Judith Price	Application	Reporting	Novell GroupWise		TIR Missed: Yes	TIR: 1.35
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: Yes	TTR: 7.58
INC000000414292	Judith Price	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.30
	Capitol Desktop Support	Brian Bintz	Human Resource Management	Low	Closed	TTR Missed: Yes	TTR: 6.54
INC000000414379	Mary Ann Davis	Network	Error	Novell LAN WorkPlace		TIR Missed: No	TIR: 0.00
	Metro C Help Desk	Karen Gross	Human Resource Management	Low	Closed	TTR Missed: No	TTR: 0.00

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INC000000414679	Sarah W Thomson Application Support	None Steve Durtschi	None Human Resource Management	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000414920	Carlos Rodriguez Metro C Help Desk	None Diane Christensen	None Human Resource Management	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000415259	April Nicholls Metro D Help Desk	Application Doug Brown	None Human Resource Management	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.71 1.93
INC000000415841	Michelle Matsuura Metro B Desktop Support	Network Anthony Booyse	Error Human Resource Management	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 0.68
INC000000416081	Marianne Schow Help Desk	Network Eileen Dubach	Password Human Resource Management	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000416112	Marianne Schow Help Desk	Application Vicky Marrelli	Error Human Resource Management	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000416361	Letty Debenham Capitol Desktop Support	Application Brian Bintz	Error Human Resource Management	Microsoft Access Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.12 10.61
INC000000416704	Tina Sweet Capitol Desktop Support	Application Brian Bintz	Error Human Resource Management	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.71 6.53
INC000000416868	Patricia Barrett Capitol Desktop Support	Application Scott Wunderlich	Error Human Resource Management	Adobe Acrobat Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.61 0.61
INC000000417262	John Golom Metro C Help Desk	Application Reed Stohel	Error Human Resource Management	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.40 0.40
INC000000417426	Karen Heaton Metro D Desktop Support	Application Paul Gedge	Error Human Resource Management	Adobe Acrobat Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.20 5.31
INC000000418086	Mike Tribe Metro B Help Desk	Application Janet Hongsyvilay	None Human Resource Management	PGP Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000418159	Carita Eldredge Metro B Desktop Support	Application Michael Barth	Password Human Resource Management	PGP Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.36 0.61
INC000000418173	Matt Romney Capitol Desktop Support	Network Brian Bintz	Error Human Resource Management	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.38 2.23
INC000000418292	Terry Haywood Metro C Help Desk	Network Cindy Romrell	Password Human Resource Management	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000418639	Nancy Bauman Metro B Desktop Support	None Michael Barth	None Human Resource Management	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08 0.82
INC000000418668	Sherry Saracino Metro B Help Desk	Application Janet Hongsyvilay	Error Human Resource Management	ZENworks for Desktops Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.28 1.53

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INC000000418842	Sharyn Dobson Application Services	Application Martin Gonzalez	Error Human Resource Management	Novell GroupWise Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.43 2.10
INC000000419173	Peggy Romney Metro B Desktop Support	PC/Laptop Michael Barth	None Human Resource Management	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.16 0.82
INC000000419234	Kris M Haslam Voice/Data/WAN Services	Telecom Mitch Hood	Hardware Human Resource Management	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.27 1.02
INC000000419320	Tami Hart Capitol Desktop Support	Application Brian Bintz	Password Human Resource Management	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	2.32 2.72
INC000000419321	Colby Harmon Metro C Help Desk	None Reed Stohel	None Human Resource Management	Novell Messenger Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000419611	Sarah W Thomson Metro D Desktop Support	Application Rod Tucker	None Human Resource Management	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000419883	Carlos Rodriguez Metro C Help Desk	None Diane Christensen	None Human Resource Management	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000419891	Colby Harmon Metro C Desktop Support	Network Ken Knobel	None Human Resource Management	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.38 2.74
INC000000419919	Gaye Betts Metro D Desktop Support	Application Paul Gedge	Error Human Resource Management	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.24 4.79
INC000000420051	Kathy Mares Metro B Help Desk	Application Val Shepherd	None Human Resource Management	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000420079	Cleo Bird Metro C Help Desk	None Reed Stohel	None Human Resource Management	Microsoft Windows 7 Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000420116	Carlos Rodriguez Metro C Help Desk	None Diane Christensen	None Human Resource Management	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000420175	Sarah W Thomson Application Support	None David Zorn	None Human Resource Management	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000420184	Debbie Martinez Metro A Desktop Support	Network Edward Fortner	None Human Resource Management	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.21 1.39
INC000000420449	Debbie Martinez Metro D Help Desk	Application John Robinson	Password Human Resource Management	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000421737	Debbie Martinez Metro A Help Desk	Network Cindy Schroeder	Password Human Resource Management	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000421809	Sarah W Thomson Application Support	None Steve Durtschi	None Human Resource Management	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000421824	Rick Hughes Capitol Desktop Support	Application Brian Bintz	Error Human Resource Management	Adobe Flash Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.11 8.37
INC000000421881	Jeffie Dickerson Metro D Help Desk	Network John Robinson	Password Human Resource Management	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000422376	Peggy Romney Metro B Desktop Support	Print/Copy/Scan/Fax Michael Barth	None Human Resource Management	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.13 0.37
INC000000422388	Dave Gardner Rural Central Desktop Support	None Robert Case	None Human Resource Management	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000422599	Christa Rowland Metro A Desktop Support	Print/Copy/Scan/Fax Edward Fortner	None Human Resource Management	None Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.08 1.08
INC000000422641	Dana Powers Metro B Help Desk	PC/Laptop Janet Hongsyvilay	None Human Resource Management	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.09
INC000000422683	Kim Diamond-Smith Metro B Help Desk	Network Gary Graham	Password Human Resource Management	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000422713	Kaye Crawford Metro B Help Desk	None Gary Graham	None Human Resource Management	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.11
INC000000422737	Colette Hudson Rural Central Desktop Support	Application John Donaldson	Password Human Resource Management	State Payroll Time Entry System Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000422913	Mike Tribe Metro B Desktop Support	Print/Copy/Scan/Fax Jay Locker	None Human Resource Management	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.55
INC000000422954	Trish Anderson Metro B Desktop Support	Print/Copy/Scan/Fax Wayne Higgs	Error Code Human Resource Management	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.15
INC000000422960	Colette Hudson Rural Central Desktop Support	Application John Donaldson	Password Human Resource Management	State Payroll Time Entry System Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000423078	Angela Rhodes Metro B Help Desk	Application Janet Hongsyvilay	None Human Resource Management	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03